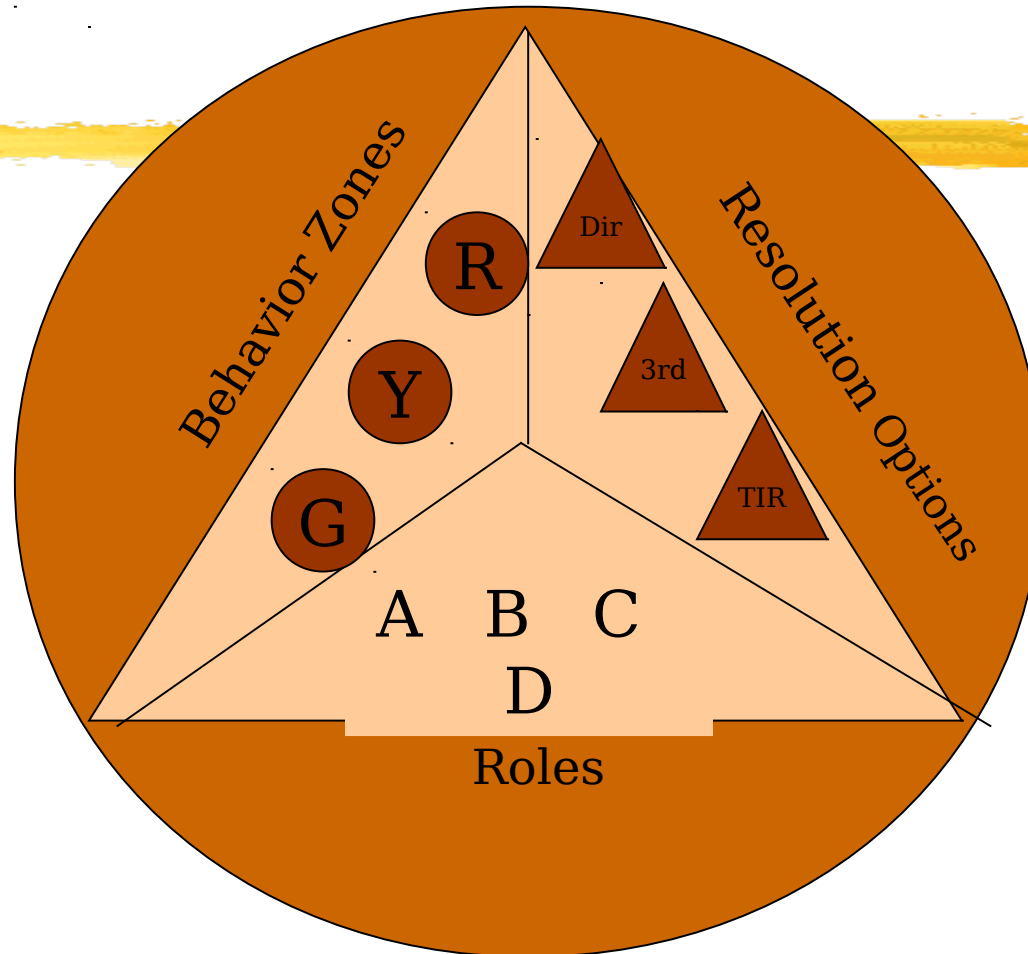


# INFORMAL RESOLUTION SYSTEM



## Leadership Training

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# INTRODUCTION

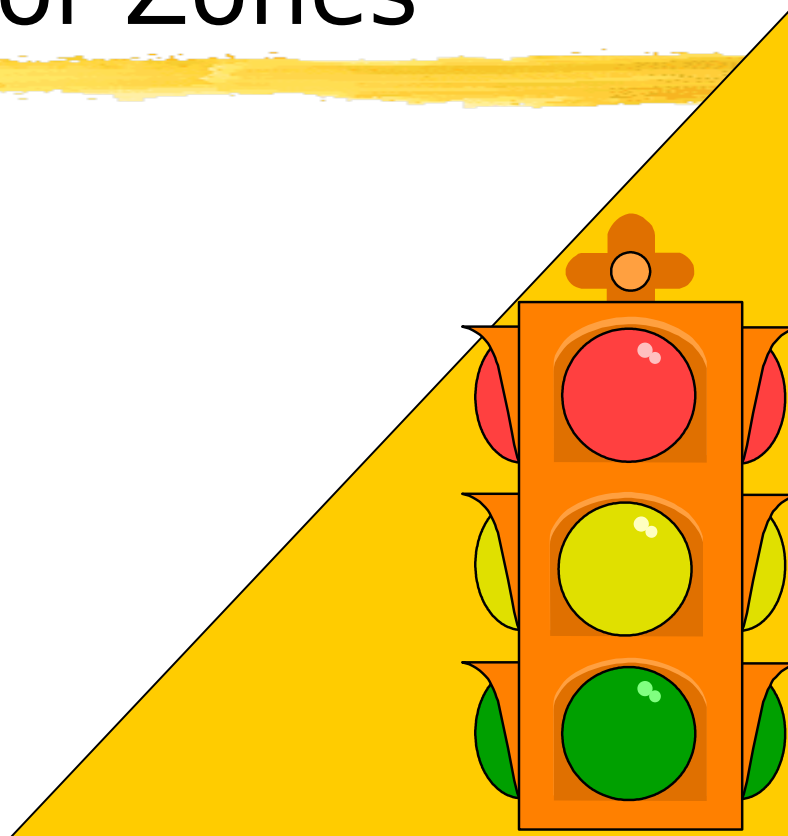
Conflict: a disagreement between two or more people  
that needs to be resolved

Causes: Opposing Views  
Different Backgrounds  
Personality Differences  
Lack of Understanding  
Miscommunication



Results:  
Discrimination  
Harassment  
Inappropriate Behavior

# Behavior Zones



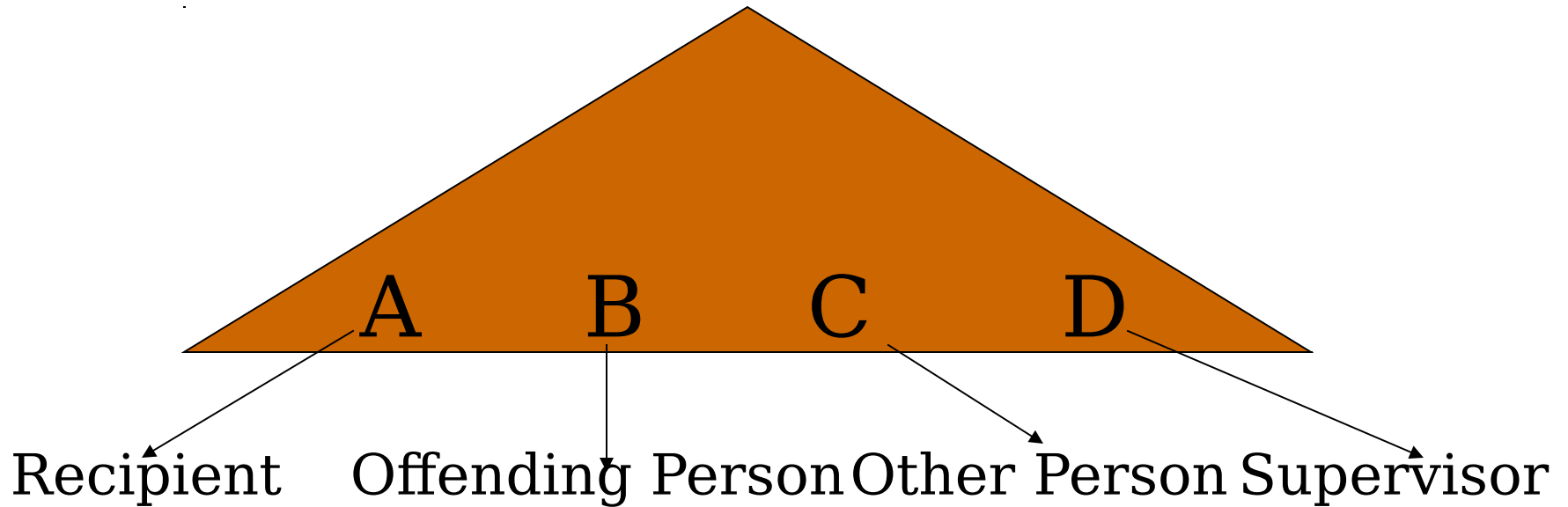
Red Zone

Yellow Zone

Green Zone

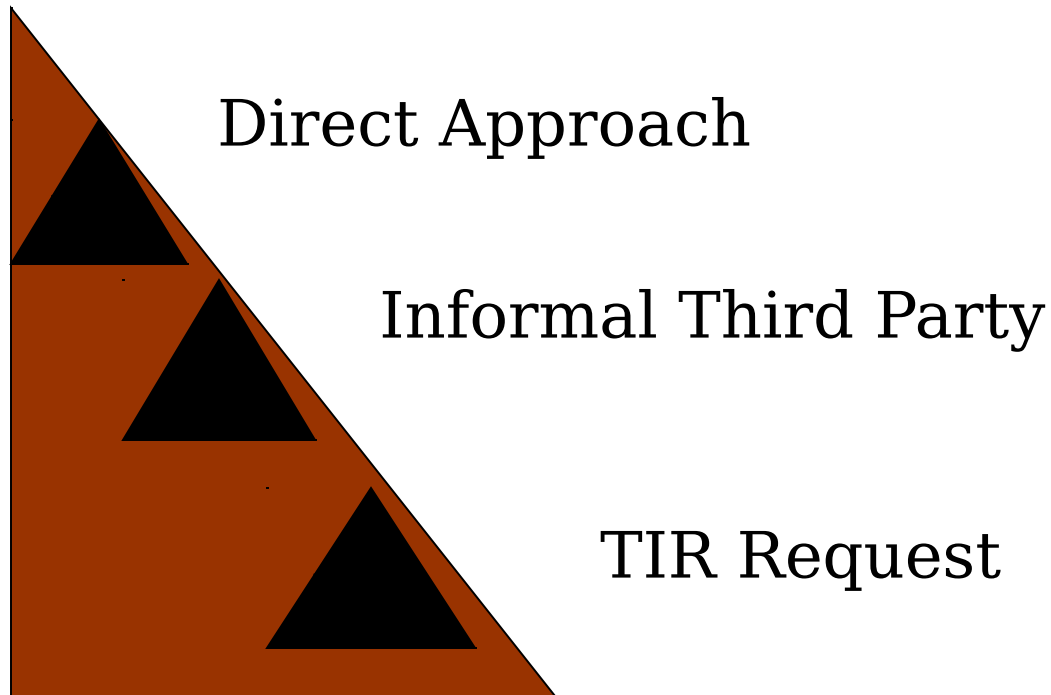
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# Responsibilities Roles



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# Resolution Options



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# Standard Questions



- What Exactly Happened?
- What was the Impact of the Behavior?
- Did it disrupt the Work Environment?
- Would it have offended a Reasonable Person?
- What was the Behavior?  
Red, Yellow or Green?
- What are my Responsibilities and Resolution options?

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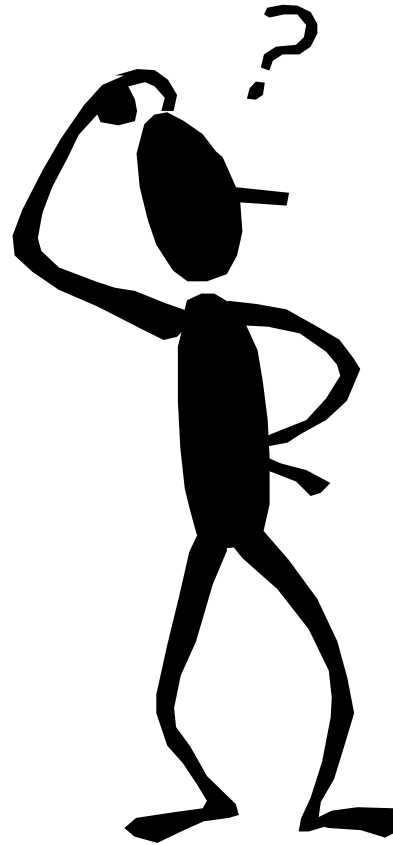
# Marine Role “A” Responsibilities

**Definition:** The recipient is a person who  
feels  
offended or harassed by someone’s  
behavior

- I do not ignore Conflict
- I review my resolution options
- I take action to Resolve conflict at the lowest possible level

---

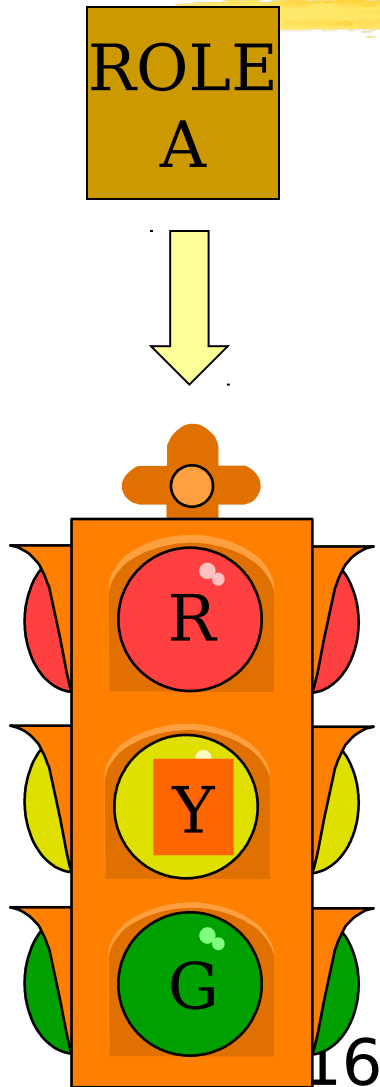
# EVALUATE.....



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# RECIPIENTS ROLE



REDZONE  
TAKE FORMAL OR  
OFFICIAL ACTION

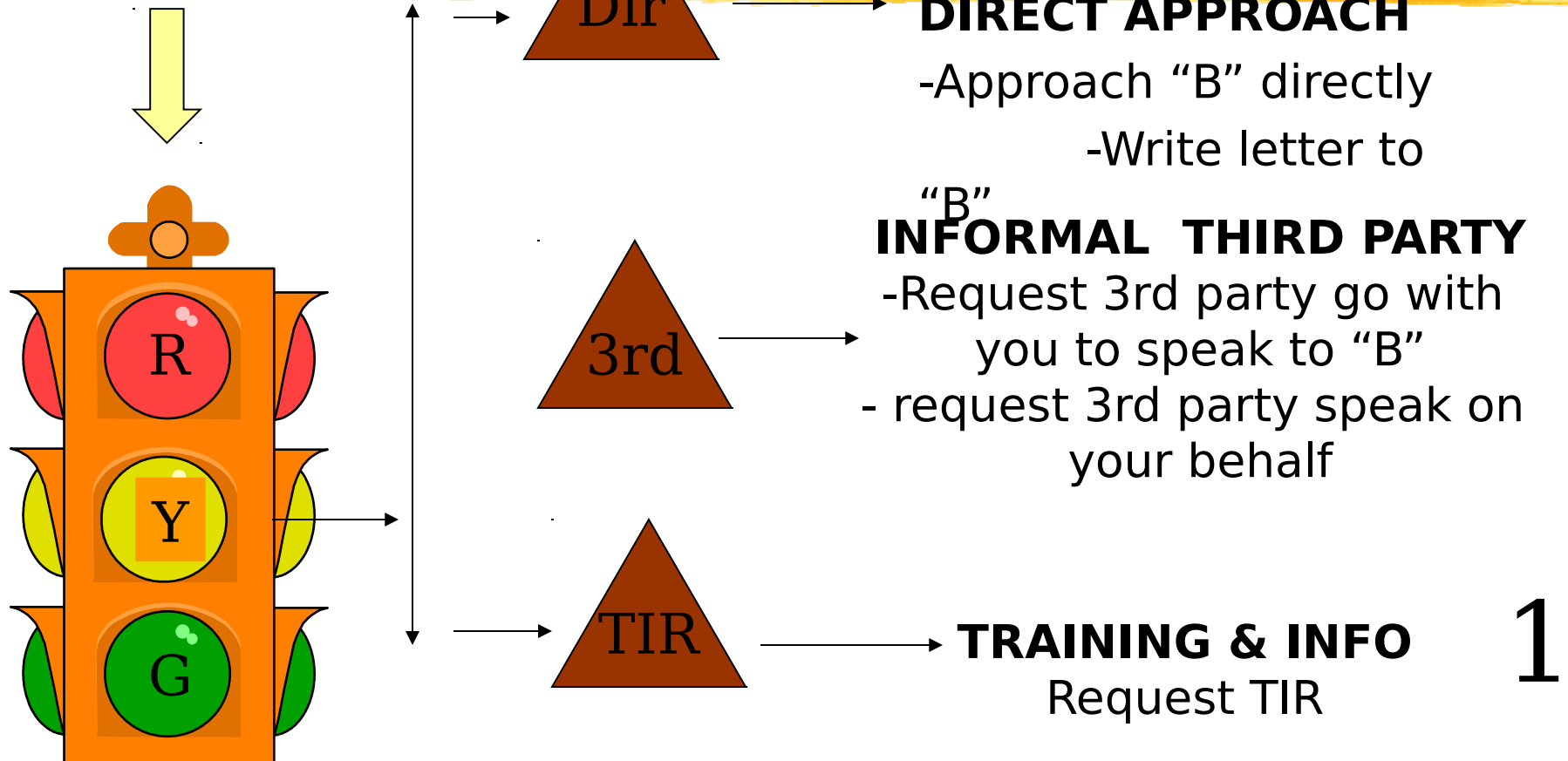
IF:

Behavior does not stop  
The conflict is not resolved  
The direct approach is not reasonable  
The behavior is criminal

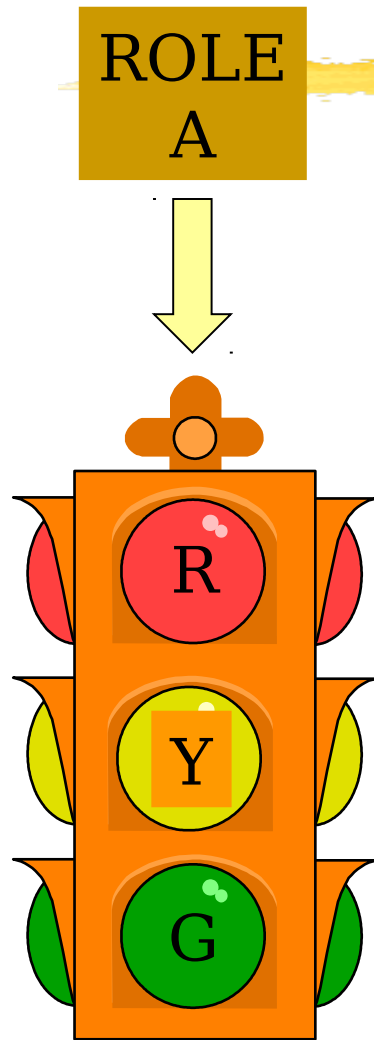
# Cont...

ROLE  
A

## YELLOW ZONE



# Cont...



ROLE  
A

## GREEN ZONE

No Action Required

-You may explain to "B" why the Behavior offended you.

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# ROLE “B” Marine Responsibilities

- Definition: The Offending person is someone who may have offended or harassed another by their behavior

## INDIVIDUAL RESPONSIBILITIES

- I do not Ignore the Conflict
  - I listen to understand
  - I review my options
- I take action to reach a resolution

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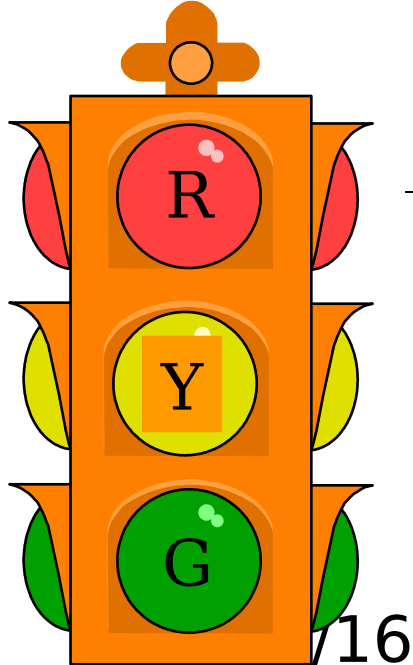
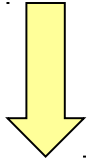
# ROLE “B” EVALUATE

- What exactly happened?
- What did I intend?
- What was the impact?
- Would the behavior have offended a reasonable person of similar background
- Was the behavior zone Red, Yellow or Green?
- Will I take the opportunity to listen and understand?
- What are my responsibilities and options?

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# ROLE "B"

ROLE  
B

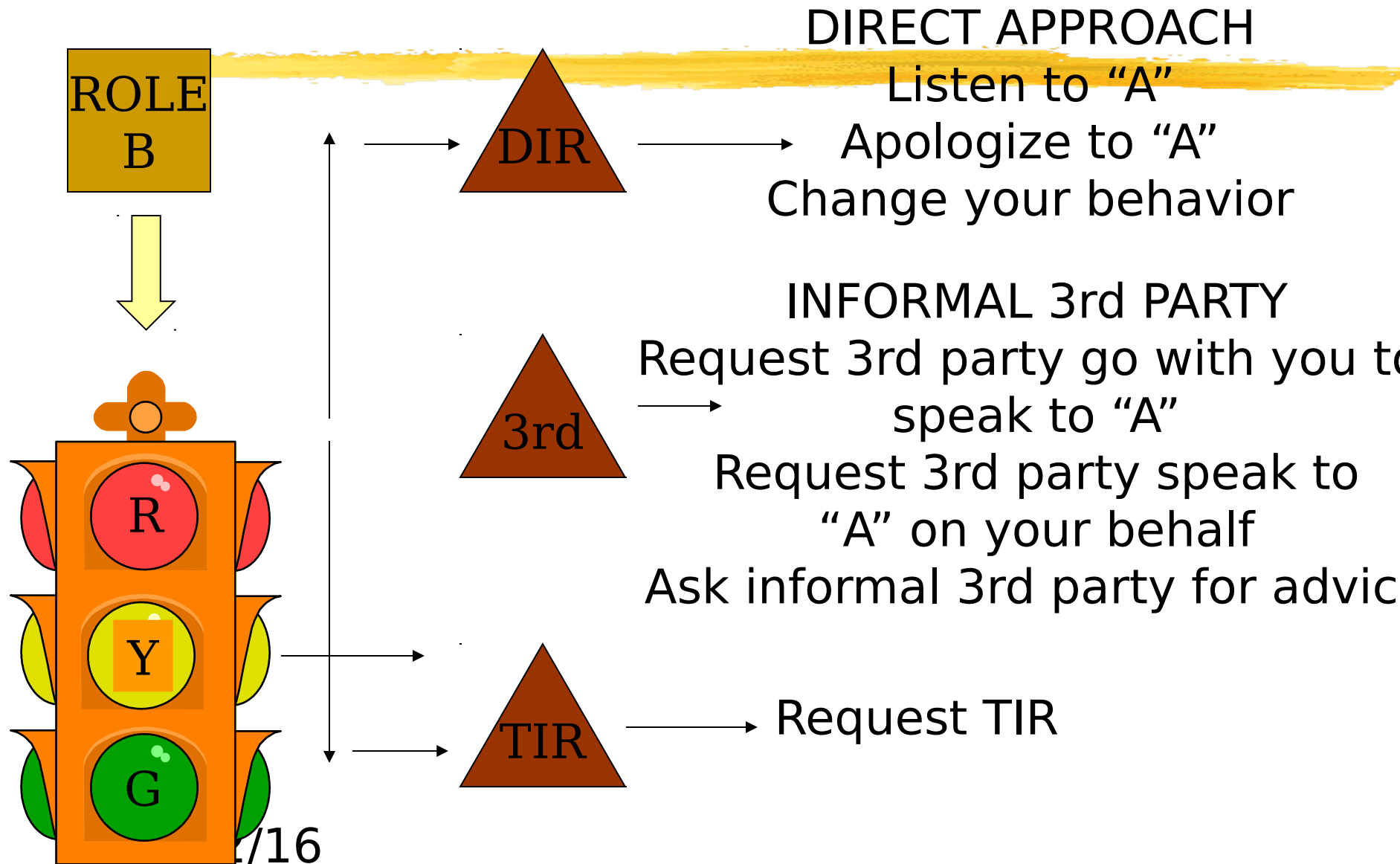


RED ZONE

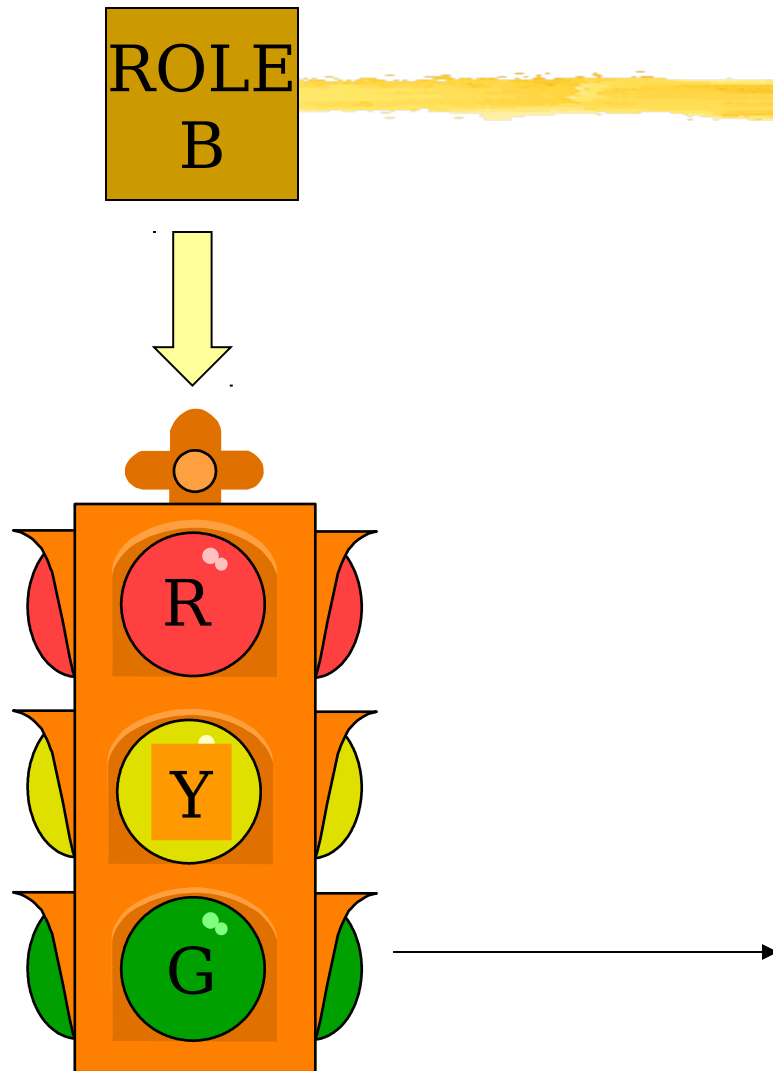
Take Action to:

- Stop the behavior immediately
- Seek legal counsel

# ROLE "B" Cont...



# ROLE "B" Cont...



## GREEN ZONE

- No action required
- Apologize to "A"
  - Discuss how you and "A" can communicate better

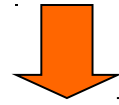
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# Role “C” Marine Responsibilities

## Definition:

The other person is an individual who has been approached by the recipient or offending person or who has observed discrimination, harassment or other inappropriate behavior



## Individual Responsibilities:

- I do not conflict
- I listen to understand
- I offer to intervene and support if Appropriate
- I maintain confidentiality when possible
- I take action to reach a resolution

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# Role “C” Cont...



## EVALUATE

What exactly happened?

What was the impact?

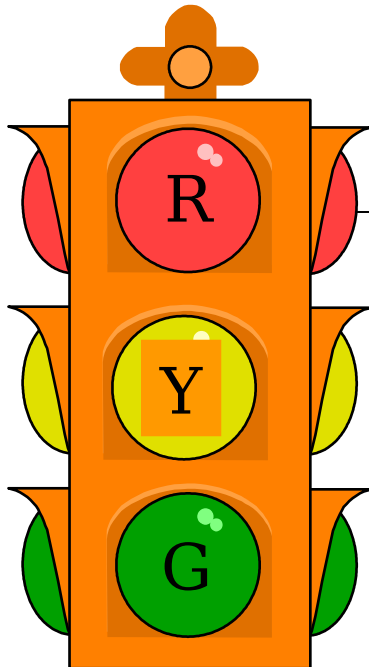
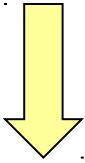
Did it disrupt the work environment?

Would it have offended a Reasonable Person?

Was the behavior zone Red, Yellow, or Green?

What are my responsibilities and options?

ROLE  
C

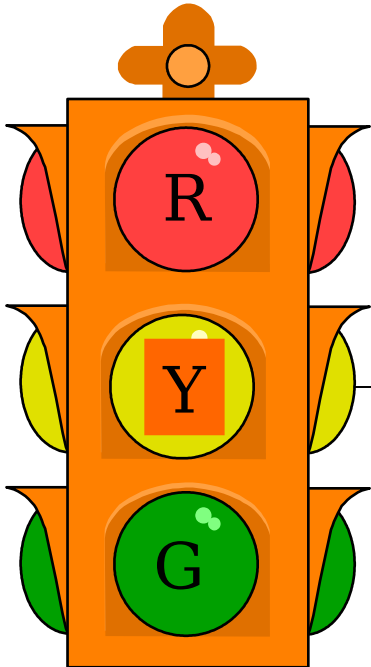
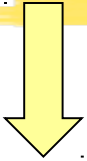


## RED ZONE

- If the recipient approaches you
- If the offending person approaches you
- If you observe the behavior

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ROLE  
C



Recipient approaches you

- Direct approach
- Informal 3rd party
- Request TIR

Offending person approaches you

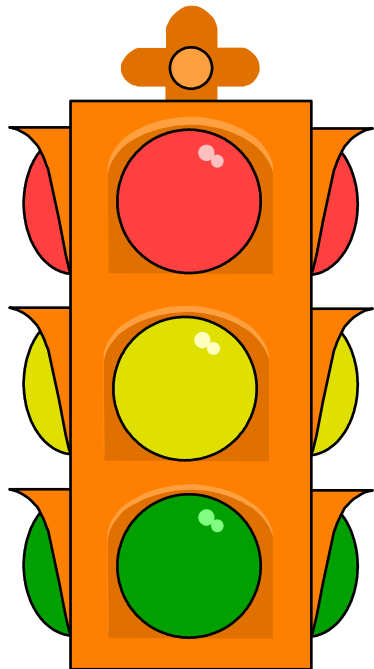
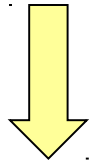
- Direct approach
- Informal 3rd party
- Request TIR

You observe the behavior

- Direct approach
- Informal 3rd party
- Request TIR

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ROLE  
"C"



## GREEN ZONE

**No action required**

- Explain to "A" why "B"'s behavior was appropriate
- Explain to "B" the impact

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# Role “D” Supervisor Responsibilities

## **Definition:**

**A supervisor who has been approached by either the recipient, offending person or another person, or who has observed discrimination, harassment or other inappropriate behavior.**

## **GET INVOLVED WHEN:**

- You are approached by “A”, “B”, or “C”
- You witness inappropriate behavior
- You are made aware of an unresolved conflict

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# COMMUNICATION



## Four Communication Skills

1. Seeing the other person's point of view
2. Approaching another person
3. Apologizing
4. Intervening

# COMMUNICATION



Seeing the other person's point of view

- Listen to understand
- Put ourselves in their place



# COMMUNICATION

## Approaching

- Focus on the behavior
- Treat everyone with dignity and respect
- Maintain a reasonable tone of voice
- Keep an open mind, LISTEN
- Take a break to calm down

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# COMMUNICATION



## Apologizing

-I regret that....

-I apologize for....

-I didn't mean to....

-I'm sorry that....

# COMMUNICATION

## Intervening

- Separate the parties
- Recommend a calm down period
- Listen to both sides
- Ask questions
- Help them look at possible resolutions options
- Help them choose an action that is acceptable to all

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